



2024 Summer Edition

## Updates from the Director

Greetings WakeMed Volunteers!

I hope you are enjoying the summer and spending time with friends and family whenever possible. We would like to congratulate Lumar Bennett, our Raleigh Volunteer Services Specialist, on the addition on a baby boy and wish him and his wife well in this new endeavor! It is that time of year where we distribute the annual survey to gain your feedback which is very important to us. If you have not done so already, please take a few moments to submit this so we can incorporate your input into our planning efforts. I also want to give you a reminder to ensure you are signing in and out or capturing your volunteer time spent with us in our Volgistics system, whether it is within your service area, a special project, or a committee, all of the time spent volunteering should be captured. If you have any questions or need help in any way with this, please reach out to our Volunteer Services Representatives for assistance. We appreciate each and every moment you give and want to ensure we are as accurate as possible. Thank you for your service and engagement with our mission, patients, families, staff, and fellow volunteers!

Thank you,

Chris Perry, MBA

Director

Guest, Retail & Volunteer Services

### In this Issue

- Raleigh & Cary Chair Report pages 2 & 3
- Celebrating Courtesy Cart Driver page 4
- Raleigh Volunteer Spotlight page 5
- Cary Volunteer Spotlight page 6
- Volunteer Services Updates page 7 & 8
- Sewing Donations page 9

### Volunteer Quote

**Without volunteers,  
we'd be a nation without  
a soul.**

**—Rosalynn Carter**

## Raleigh's Chair Report



I trust that each of you are having a wonderful summer, even though it has been quite warm (hot) for most of us. In spite of the heat, the service of volunteers continues with the same commitment and joyful attitudes that meet the needs of visitors, patients, and staff.

In this article, I want to highlight some of the things I see from my station at the "C" elevator. Every Tuesday I sit at the information podium for four hours, helping persons find their destination in the hospital. Sometimes it is just confirming what they think is the right way or using a hospital map to give them a visual of how to get from here to there.

What is even more rewarding for me is to watch other Guest Ambassadors giving their best to help others. Here is a short list

of what I observe:

Along with taking a visitor or a small group to see their loved one or friend, they point out landmarks and overhead signs in the halls that can be remembered. Often people are more concerned about getting to their destination than directions. Being sensitive to the visitor's concerns is an attribute I truly appreciate.

None of the volunteers I see each week hesitate to provide wheelchair assistance to those who need it or ask for it. Just last week, one of our volunteers was rushing a mother-to-be to the fourth floor. I saw in both their faces a sense of urgency and learned later that the mission was accomplished.

I take special interest in our juniors who volunteer. When they have a minute to stop by my station, I get to know their names and find out their goal for a career. Most are interested in some field of medicine. This gives me the opportunity to encourage them and build a relationship based on the pursuits they want to follow.

Here are the comments of a Junior Volunteer: "I have had many great opportunities at WakeMed, including my volunteer work and my four-week observership. My volunteer work at WakeMed has allowed me to get exposure to the hospital environment, help people in the community, and serve others in their time of need. This has solidified my interest in the medical field and given me great connections that will benefit me later in my academic and professional journey."

More examples could be given, but these give me added pleasure in my responsibilities at the "C" elevator. Take moments to encourage other volunteers and learn why they are at WakeMed to serve.

Finding joy in serving,

Sherman Driver, Raleigh Volunteer Board Chair

Raleigh Campus Volunteer Board of Directors

## Cary's Chair Report

Hi everyone! This is Steve Palmer and Susan Coulter from the WakeMed Cary Volunteer Board. What a start to our summer this has been- in more ways than one. Please be careful out there in this heat. Our Chair, Joyce Aschenbrenner, is on temporary medical leave from her duties on the board. We wish her good health and get better soon. We miss you!

The board has been busy on many fronts:

1. Added two new board members in June- Mary Hill and Jodi Martinez (Welcome!). In addition, we have three more volunteers targeted to become board members soon!
  - A. Special Projects: we have been able to support our WakeMed staff / team on a few projects this year with funds generated from multiple fundraising activities each year. The latest project was recently completed: Water Bottle Filling Stations on 1<sup>st</sup> / 2<sup>nd</sup> / 3<sup>rd</sup> floors in the hospital. They have been in use for a few weeks and a huge hit with everyone!
2. Fund Raising-
  - A. Our Volunteer Services group has established and coordinated several shopping excursions for the WakeMed employees that allows them to utilize their Payroll Deduction Program. This year we were at Dillard's, Belk and Macy's. These were successful in raising funds for the volunteer board and we have one more event coming up in August- First Uniform Sale (on-line).
  - B. Trunk or Treat 2024- yes...it's back! We will again be looking to raise funds from this incredible event to continue supporting the special projects that come up each year. Stay tuned for more information.
3. Social Events / Rounding- we have had two socials this year and one more to come on September 23<sup>rd</sup> from 1:00 – 2:00 PM in the Conference area at WakeMed Cary Hospital. These provide opportunities for our volunteer colleagues to meet the board members and find out more about what we are doing. In addition, a newer program called "rounding" lets board members visit different volunteers in their assignment areas and find out more about them. We also want to hear what aspects of their job are especially enjoyable or if they have ideas/suggestions for the board.

A special thanks to Jennifer Gibbs and Suzanne Regan for supporting us on a daily basis. They are invaluable to our mission. And remember, stay humble and kind! It goes a long way in our world.

Thank you,

Steve Palmer & Susan Coulter

Cary Hospital Volunteer Board of Directors

## Celebrating the Dedication of Cary Courtesy Cart Volunteer

In May and June of this year, the Cary Courtesy Cart volunteer achieved remarkable milestones providing invaluable support to patients, visitors, and staff at WakeMed Cary and Medical Office Campus. In May alone, these dedicated volunteers completed 754 rides, marking the highest count since November 2022. Their commitment continued into June with 737 rides, further highlighting their exceptional service and impact within the community.



### What Do Courtesy Cart Volunteers Do?

The role of a Courtesy Cart Volunteer extends far beyond providing rides. These volunteers serve as ambassadors of kindness and assistance, offering crucial support to anyone navigating the hospital grounds. Their primary responsibilities include:

- **Transportation Services:** Volunteers shuttle patients, visitors, and staff between entrances, parking lots, and decks, ensuring convenient access to facilities.
- **Information and Assistance:** Beyond transportation, volunteers provide vital information and guidance, often being the first point of contact for visitors arriving at the hospital. Their friendly demeanor and willingness to assist contribute significantly to the hospital's welcoming atmosphere.

### A Testament to Service and Kindness

The efforts of the Courtesy Cart volunteers underscore their unwavering dedication to enhancing the hospital experience for everyone they encounter. By offering rides and assistance with a smile, these volunteers not only alleviate logistical challenges but also create a sense of comfort and support during potentially stressful times.

Pictured here is Richard Songey, one of our Courtesy Cart Driver Volunteer. A heartfelt thank you to the other Courtesy Cart volunteers.

## Volunteer Apparel for Purchase

Volunteers are provided a vest, polo shirt or specific apparel for their department to volunteer. However, we offer additional optional approved-apparel with the WakeMed logo that you can wear when volunteering. Some include fleece vests and jackets, and polos and button down shirts. [Click here to order online.](#)



## Raleigh Hospital Volunteer Spotlight



**Name, Role, Scheduled Days of Service:** Toluwanimi Debayo-Doherty, WPP Pediatric Diversionary Volunteer; volunteering since November 2023 on Wednesdays.

**Tell me a little bit about yourself *outside* of WakeMed?**

Toluwanimi is a writer and student. She recently graduated from the University of North Carolina at Greensboro, majoring in social work with a minor in chemistry. She is the oldest of two children. She has two dogs—Numi and Teejay, which she loves very much. Her favorite hobbies are cooking, exercising, listening to gospel music and watching gospel movies. Her favorite snack is plantain chips. Outside of WakeMed, Toluwanimi is an active church member and serves as the Sunday School Teacher of the elementary schoolers in her church. She has a love and passion for children.

**How long have you been volunteering at WakeMed?** 8 Months.

**What does this experience mean to you?** The opportunity to be volunteering at the Pediatric Primary Care at the Andrews Center

has been a dream come true. She aspires to become a pediatrician and tries to take advantage of any opportunity to play with the children. This opportunity has given me a sense of purpose in life. Each coloring sheet completed by patients; each smile as they walk out of the door to head home warms my heart. I love the experience because it gave me great insight into the pediatric field. I love that patients go beyond just coming for an appointment and engaging me in activities that bring them joy, which yields me joy.

**Can you describe a particular time you felt you were making a difference in the lives of others at WakeMed?** This past Valentine's Day, I had small packages for each patient that came for an appointment. It was a tool to spread love, and I partnered with my supervisor to make the bags and then gave each of them out as I made a craft alongside my patients. All patients were beaming with joy at the sight of the package.

Thank you for all you do, Toluwanimi as a WakeMed Volunteer!

SHARING TALENTS • GIVING BACK



## Cary Hospital Volunteer Spotlight



**Name, Role, Scheduled Days of Service:** Nicholas "Nick" Hoffmann, Friendly Face Cart Youth Volunteer, every Monday from 3-5

**Tell me a little bit about yourself *outside* of WakeMed?** I was born in Maryland but moved to North Carolina at an early age (I consider myself a loyal Tar Heel!). I'm very active in my community, and during high school I served as a leader in Student Council, National Honor Society, Science Olympiad (where I was Co-Captain), and my school's Future Business Leaders of America (FBLA) chapter (where I was President). I've always had an interest in community service and have been responsible for organizing multiple drives & programs around Cary intended to provide health & food supplies for low-income populations. Science has always been my primary passion, and I hope to pursue a career in the biological sciences in the future ... I find the field of oncology (especially immuno-oncology and neuro-oncology) very interesting.

**How long have you been volunteering at WakeMed?** I have been a volunteer at WakeMed since January of 2023, and have loved it ever since!

**What does this experience mean to you?** Volunteering at WakeMed has, to me, always been an opportunity to brighten someone else's day and spread happiness to others. There's a reason I've been coming here every Monday for over a year now --- the community is unparalleled in kindness and cooperativity, and by serving as someone who has the responsibility of interacting with both medical staff and patients, I get to see the best of both worlds. Everybody has a story that's just waiting to be shared ... no matter the situation, I love to make others smile and feel welcome (and being a Friendly Face Cart volunteer allows me to do just that!).

**Can you describe a particular time you felt you were making a difference in the lives of others at WakeMed?** I was on a routine visit to a patient's room to deliver a comfort item and speak with them about their day. However, this patient seemed especially lonely, so I made an extra effort to connect with them and brighten their day. Soon, our conversation had gone from a typical chat into an hour-long epic ranging in topic from knitting methods to family loss to favorite TV shows. By the end of our talk, we'd laughed and cried together, and I knew that I'd helped that patient gain a new sense of inclusion and welcome that they had been missing beforehand. More than anything, I'd helped them feel heard. Hospitals can be big, busy places, and sometimes it's hard to leave time for everyone. Yet, by the end of my shift that day, I knew I'd had a memorable impact on someone's life — every smile had told a story, and every moment had made a difference.

Nick will be heading to Duke University this fall to study Biology. We are grateful for his hard work and commitment as a WakeMed Junior volunteer. We wish him the absolute best in this new chapter. Thank you, Nick! We are so proud of the work you have done. We will miss you!

# Volunteer Services Updates

## Special Thank You



Ms. Buckman sent us a beautiful thank you about her pet therapy experience.



“Hi! My name is Kelly and I am currently 31 weeks pregnant with my first baby. Early in my pregnancy, my doctors recommended I go to the Wakemed North ER as I was experiencing symptoms that could be due to a miscarriage. Of course I was terrified of losing my baby, so it was a very difficult and emotional moment. After checking in

with reception my fiancé and I looked for a seat in the packed ER — and that’s when we saw Jerry. Jerry, a beautiful golden retriever, and his owner Gary (if my memory serves me!) were sitting peacefully near us. We asked if we could pet the dog, and Gary kindly informed us that Jerry was a therapy dog and they were there that day to lift people’s spirits. For a moment I forgot about my fears and worries. We returned to our seats after, and about 10 minutes later Gary came back up to us with Jerry. They had to move on, but Gary handed me a card with Jerry’s picture that says “you have been loved by Jerry” and let me pet him one more time. That beautiful moment has stuck with me this entire pregnancy. So, as we prepare to welcome our baby into the world at Wakemed North in July, I wanted to leave a note truly thanking Gary and Jerry for their love and kindness. Please know that what you do makes such a difference, and I’m sure I’m one of many you’ve affected in this way. Thank you for bringing joy to even life’s hard times. And yes, I still keep Jerry’s card in my wallet!:)”

## Volunteer Services Upcoming Sale Event & 3rd Quarter Contributions

### Upcoming Sale

**Shop for WakeMed Volunteer Apparel**  
Thursday, August 1 to Monday, August 19

**Online Volunteer Uniform & Shoe Sale**  
FOLLOW THESE INSTRUCTIONS TO SHOP  
Go to <https://www.firstuniform.com/Volunteer-Logo-Items-4/587.htm> and make your selection(s), then "Proceed to Checkout"  
1. Fill in home address for shipping, phone number and email address.  
2. Select CREDIT CARD for your payment method. Note: There is no postage charge for purchases over \$129.99.  
3. Follow the instructions on the Website to complete your purchase.

**QUESTIONS?**  
For any questions about shopping online, please call First Uniform at: 800-324-5890, ext. 1124. For other questions, please email: [volunteerdonations@wakemed.org](mailto:volunteerdonations@wakemed.org).

100% of proceeds raised from this event support programs and services at WakeMed.

### Contributions

#### Macy’s Sale :

Raleigh **\$13,866.48**  
Cary **\$29,809.17**  
**Total: \$43,675.65**



Proceeds from the sales allow the Volunteer Boards to provide funding to support programs and services at WakeMed Health & Hospitals.

## Upcoming Volunteer Opportunities



Hi WakeMed Cary Adult Volunteers!! We hope your spring/summer has been fun and enjoyable so far. Your Cary Volunteer Board has been busy this year and achieved several key accomplishments. The most visible are the new Water Bottle Filling Stations you see on the 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> floors at Cary Hospital. We would love to share more insights on what has been happening and hear all about your experiences / assignments this year as well. Our next Social (casual) will be on Monday, September 23<sup>rd</sup> from 1:00 to 2:00 PM at Conference Room A/D in the Cary Hospital Conference Center. Stop by for a few minutes or stay for a while- whatever your schedule can accommodate. We will have some beverages and snacks in case you need an energy boost! For those of you Volunteering on Monday at Cary Hospital / MPOC, we hope to see you before, after or sometime during your shift- just let your supervisor know. Heck, bring your supervisor with you!



### Cuddler's Needed

The WakeMed Raleigh NICU has officially reopened their department to accepting new Cuddler's volunteers! GREAT NEWS! Please apply online if interested and spread the word!





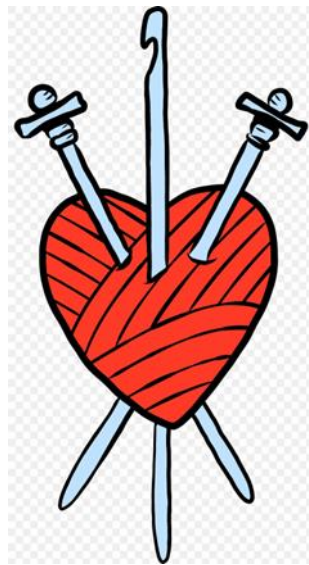
## Sewing Donations for April — June 2024

### Raleigh Hospital

Abby Baker-Sample  
 Adisynne Henley  
 Azima Habib Feisal  
 Barbara Dickerson  
 Capital Quilters Guild  
 Cary Stitchers  
 Charlotte Duncan  
 Christina Allen  
 Christine Isaacs  
 Creative Thread  
 Dana Whitehead  
 Deanna Carr  
 Deborah Henson  
 Fran Blackford  
 Gabrielle Sciaudone  
 Jan Holt  
 Janice Wright  
 Jean Wyble  
 Jeanette Gray  
 Joy Young  
 Karen Gainey  
 Karen Kimrey  
 Kathryn Clarke  
 Kathy Stewart  
 Kathy Turner  
 Kerri Perkins  
 Laquana Drayton  
 Lynn Lye  
 Marsha Hast  
 Mary Keeler  
 Florence Cheung  
 Mary Cheung  
 Michele Boyce  
 Needling Around @  
 Creekside at Beth-  
 page  
 Olivia Poole  
 Patty Kribbs  
 Pearl Fowler  
 Project Linus  
 Quilts for Kids  
 Randa Maher  
 Rocky Chapel MB  
 Church  
 Rolesville Baptist  
 Rosemarie Gattuso  
 Ryan's Case for Smiles  
 Sandra Cady van  
 Venrooy  
 Sharon Barrow  
 Sheila Henderson  
 Sherrill Boyce

Skyler Dunn  
 Stephanie Shipman  
 Sujittra Martin  
 Susan Katz  
 Susan Nelson  
 Threads of Love

**Raleigh Community  
 Sewing Groups  
 contact Pennie at  
 pegrham@wakemed.org  
 or  
 919-350-8293 to update  
 member status.**



### Cary Hospital

Abhikruthi Sudula  
 Alyssa Zao  
 Anna Gilman  
 Ann's Huggables  
 Apex Hook & Stitch  
 Avrie Lanning  
 Barbara Allen  
 Barbara Buchanan  
 Capital Quilters Guild  
 Caprice Cox  
 Carolina Preserve  
 Cary Blanketeers  
 Cary Quilting  
 Cary Stitchers  
 Catharine Griffis  
 Catherine Blalock  
 Cindy Larsen  
 Compassion Knit-  
 Hearts Connecting  
 with Threads  
 Crafting Blessings -  
 New Hill Baptist  
 Church  
 Cynthia Chakkravarthy  
 Deanna Babyak  
 Debbie Egbert  
 Denise Walter  
 Donna Chance  
 Donna Rudy  
 Elegant Stitchers  
 FRCC Women for  
 Children  
 Gale DeBinder  
 Garner on the Mend  
 Gayle Marko  
 Gerri Osenga  
 Gurmit Rai  
 Hannah Xu  
 HSNL Seniors  
 Janet Jennings  
 Jeannine Hobbs  
 Jody Cefola  
 Joyce Reiter  
 Judy Latham  
 Karen Castle  
 Karen George  
 Katarina Dobrosky  
 Leanna Besinger  
 Linda Jandura  
 Liz Plane  
 Maria Blewitt  
 Marlene Jordan

Mary Lou Hodges  
 McClaren Pine  
 Michelle Lattimore  
 Nancy Kalish  
 Nancy Romano  
 Paige Froese  
 Pine Tree Quilting  
 Quilts for Kids  
 Rachel Dango  
 Rachel Pouvre  
 Randolyn Emerson  
 Rosemary Dahlberg  
 Sandy Cerretti  
 Sewing Seeds In  
 Hearts  
 Shruthi Meenaksh  
 Stitch Together  
 Taylor YMCA Y-Knots  
 Terri Reidy  
 The Caring Crafters  
 The Needlers  
 The Shepherd's  
 Church  
 The Templeton  
 Threads  
 Woodland Terrace Knit-  
 Wits  
 Yvonne Braswell

**Cary Community  
 Sewing Groups  
 contact  
 Suzanne at  
 surean@wakemed.org  
 or 919-350-8293 to  
 update member  
 status.**





**Department of Volunteer Services**  
**3000 New Bern Avenue**  
**Raleigh, NC 27610-4465**